

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

IN THE CLAIMS:

Please amend claims 22, 24, 26-28, 31, 33-34, 42, 55, 62-63, 68 and 70, as indicated. A complete set of the claims is included below, reflecting added subject matter (*underlining*) and deleted subject matter (*strikethrough*), as well as the current status of each claim. This listing of claims will replace all prior versions, and listings, of claims in the application:

Sub 17
1-21. (Canceled)

22. (Currently Amended) A voice-data control system for implementing operations in accordance with an interface format, the voice-data control system for use with a communication facility including remote terminals for individual callers, wherein the remote terminals include a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, the voice-data control system comprising:

interface structure for receiving signals relating to the remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format wherein the interface structure further receives caller credit card expiration data signals as part of the digital data signals;

testing structure coupled to the interface structure, for testing caller data for the individual callers at the remote terminals for billing identification as provided by certain of the digital data signals, the caller data comprising credit card number data for testing for billing purposes;

memory structure coupled to the interface structure and the testing structure for storing other data from the individual callers received in the form of signals including both the digital data signals and the audio signals wherein the other data includes audio data;

coupling structure for coupling a coupled terminal to the memory structure wherein the memory structure is addressed to provide the other data including at least the audio data to the coupled terminal;

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

displaying at least a part of the caller data ~~[[for]]~~ entered by the individual callers and the other data for the individual callers at the coupled terminal; and
processing structure for processing calls from said remote terminals to a specific format in accordance with the digital control signals.

23. (Previously Presented) A voice-data control system according to claim 22, wherein the credit card expiration data signals are entered by the caller via the digital input structure.

24. (Currently Amended) A voice-data control system according to claim 22, wherein the interface structure receives calling number identification data signals provided automatically from the communication facility and wherein the processing structure utilizes the calling number identification data signals to control certain processing operations based on a limit on use.

25. (Previously Presented) A method according to claim 22, wherein the coupled terminal is a remote terminal.

26. (Currently Amended) A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers, wherein the remote terminals comprise a telephonic capability including a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals in accordance with a select format to prompt selective actuation by callers of said voice communication means and said digital input means to provide responsive signals;

selectively receiving said responsive signals from said select ones of said remote terminals as digital data signals indicative of caller data, digital control signals to control access to certain operations, or audio signals;

testing at least certain of the digital data signals to determine whether callers have exceeded a limit on use;

transferring calls to at least one live operator station where at least certain digital data signals indicative of caller data entered by a caller are displayed at the live operator station including at least a part of caller data entered by the callers and a part of caller data stored for the callers and where a live operator enters data for callers and completes calls; and

confirming via a voice generator at least a part of the caller data stored for the callers with the callers.

27. (Currently Amended) A method for controlling voice-data communications according to claim 26, further comprising the step of:

receiving calling number identification data signals automatically provided by said communication facility.

28. (Currently Amended) A method for controlling voice-data communications according to claim 27, wherein said calling number identification data signals control certain processing operations.

29. (Previously Presented) A method for controlling voice-data communications according to claim 26, further comprising the step of:

recording said audio signals and reproducing recorded audio signals as caller voice data at a remote terminal.

30. (Previously Presented) A method for controlling voice-data communications according to claim 26, further comprising the step of:

providing said audio signals recorded in a digital format to a terminal via a coupling means.

31. (Currently Amended) A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers, wherein said remote terminals comprise a telephonic capability including a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by callers of said voice communication structure and said digital input structure to provide responsive signals;

selectively identifying said responsive signals from said select ones of said remote terminals as digital data signals, digital control signals, or audio signals;

forwarding calls to a specific format based on said digital control signals;

testing at least certain of said digital data signals to determine whether callers have exceeded a limit on use;

transferring calls to a live operator under a condition where at least certain digital data signals entered by the caller are displayed to a live operator who can complete the call; and

confirming via a voice generator with the callers at least certain data stored for the callers.

32. (Previously Presented) A method according to claim 31, further comprising the steps of:

receiving calling number identification data signals automatically provided by the communication facility.

33. (Currently Amended) A method according to claim ~~[[31]]~~ 32, wherein at least certain of calling number identification data automatically provided by said communication facility is also displayed to said live operator.

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

34. (Currently Amended) A method according to claim ~~[[31]]~~ 32, further comprising the step of:

utilizing at least certain of said calling number identification data to control at least part of voice-data communications operations.

35. (Previously Presented) A method according to claim 34, wherein at least certain of said calling number identification data is utilized to preclude access to at least certain operations performed by an audio response unit.

36. (Previously Presented) A method according to claim 34, further comprising: controlling voice-data communications based upon a specified limited amount of use available to said individual callers.

37. (Previously Presented) A method according to claim 36, wherein said specified limited amount of use includes incrementing to said amount of use.

38. (Previously Presented) A method according to claim 36, wherein said specified limited amount of use is one.

39. (Previously Presented) A method according to claim 31, further comprising the step of:
isolating a subset of said callers based at least in part upon said individual callers' calling order sequence.

40. (Previously Presented) A method for controlling voice-data communications according to claim 31, further comprising the step of:
recording said audio signals and reproducing recorded audio signals as caller voice data at a remote terminal.

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

41. (Previously Presented) A method for controlling voice-data communications according to claim 31, further comprising the step of:
providing said audio signals recorded in a digital format to a terminal via a coupling structure.

42. (Currently Amended) A method for controlling voice-data communications according to claim 41, wherein said audio signals recorded in a digital format are provided to said terminal via ~~an autodialer~~ a voice generator.

43. (Previously Presented) A method for controlling voice-data communications according to claim 41, further comprising the step of:
providing each of said individual callers with a computer generated number.

44. (Previously Presented) A method for controlling voice-data communications according to claim 41, further comprising the step of:
receiving individual callers' credit card numbers for billing purposes.

45. (Previously Presented) A method for controlling voice-data communications according to claim 31, further comprising the step of:
storing at least said audio signals for subsequent processing.

46. (Previously Presented) A voice data control system for implementing operations in accordance with an interface format, said voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said voice-data control system comprising:

interface structure for receiving signals relating to said remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format;

testing structure coupled to said interface structure, for testing caller data for said individual callers at said remote terminals for billing identification as provided by certain of said digital data signals, said caller data comprising credit card number data for testing for billing purposes;

memory structure coupled to said interface structure and said testing structure for storing other data from said individual callers received in the form of signals including both said digital data signals and said audio signals wherein a coupled terminal is connected to said memory structure wherein said memory structure is addressed to provide said other data including at least said audio data to said coupled terminal;

processing structure for processing calls from said remote terminals to a specific one of a multiple configuration of formats in accordance with said digital control signals;

coupling structure for coupling calls via an autodialer to a remote terminal; and

a transfer structure to transfer calls to a live operator to facilitate completion of a call wherein at least certain data entered by a caller is displayed to the live operator.

47. (Previously Presented) A method according to claim 46, further comprising the steps of:

receiving calling number identification data signals automatically provided by the communication facility.

48. (Previously Presented) A method according to claim 47, wherein at least certain of calling number identification data automatically provided by said communication facility is also displayed to said live operator.

49. (Previously Presented) A method according to claim 47, further comprising the step of:

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

utilizing at least certain of said calling number identification data to control at least part of voice-data communications operations.

50. (Previously Presented) A method according to claim 47, wherein at least certain of said calling number identification data is utilized to preclude access to at least certain operations performed by an audio response unit.

51. (Previously Presented) A method according to claim 46, wherein a test based on a limited amount of use is specified, which controls voice-data communications based upon a specified limited amount of use available to said individual callers.

52. (Previously Presented) A method according to claim 51, wherein said specified limited amount of use includes incrementing to said amount of use.

53. (Previously Presented) A method according to claim 51, wherein said specified limited amount of use is one.

54. (Previously Presented) A method according to claim 46, further comprising the step of:

receiving caller credit card expiration data signals as part of said digital data signals.

55. (Previously Presented) A voice-data control system for implementing operations in accordance with an interface format, said voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said voice-data control system comprising:

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

interface structure for receiving signals relating to either said remote terminals or callers at said remote terminals or both, including at least part of calling number identification signals automatically provided by said communication facility, as well as other signals that serve as either digital control signals or digital data signals, wherein said digital data signals include signals indicative of caller customer number data and caller credit card number data and expiration date data;

memory structure coupled to said interface structure for storing order data associated with said caller customer number data or said credit card number data or both to update caller records;

control structure coupled to said interface structure and said memory structure for controlling at least certain of said operations in accordance with said interface format under control of at least certain of said calling number identification signals; and

processing structure for subsequently processing **after the instant call is terminated** at least certain of said signals relating to at least certain of callers at said remote terminals.

56. (Previously Presented) A voice-data control system according to claim 55, wherein said processing structure isolates a subset of callers based at least in part on comparison of at least certain of said response signals with external data.

57. (Previously Presented) A voice-data control system according to claim 56, wherein said external data is indicative of caller sequence.

58. (Previously Presented) A voice-data control system according to claim 55, further comprising:

test structure for testing said responsive signals for a limit on use.

59. (Previously Presented) A voice-data control system according to claim 58, wherein said limit on use specifies limited amounts of use.

60. (Previously Presented) A voice-data control system according to claim 58, wherein said test structure tests at least certain of said calling number identification data signals to determine if said limit on use is reached for at least certain callers.

61. (Previously Presented) A voice-data control system according to claim 58, wherein said test structure tests said caller customer number data to determine if already of record in said memory structure.

62. (Currently Amended) A voice-data control system according to claim ~~[[58]]~~ 55, wherein said interface structure receives said caller customer number data entered by a particular caller ~~only as billing data~~ and receives said caller credit card number data ~~only as billing data~~ from a different caller.

63. (Currently Amended) A voice-data control system according to claim ~~[[58]]~~ 55, ~~[[where]]~~ wherein said processing structure subsequently processes signals to perform operations including an operation to place related calls.

64. (Previously Presented) A voice-data control system according to claim 63, wherein said processing structure includes an autodialer to automatically place said related calls.

65. (Previously Presented) A voice-data control system according to claim 55, wherein said credit card number data is used for billing callers.

66. (Previously Presented) A voice-data control system according to claim 55, further comprising:
transfer structure for transferring calls from callers to an operator attended terminal.

Application No.: 10/037,782
Amendment dated: August 1, 2003
Reply to Office Action of: February 12, 2003

67. (Previously Presented) A voice-data control system according to claim 66, further comprising:

display structure at said operator attended terminal to display data entered by callers to an operator.

68. (Currently Amended) A voice-data control system according to claim 55, **[[where]] wherein** said processing structure subsequently processes signals to perform operations including operations to store and retrieve individual caller data, including said audio signals for reproducing caller voice data at a remote terminal.

69. (Previously Presented) A voice-data control system according to claim 55, further comprising:

automatic call distributors coupled to said interface structure for receiving said calling number identification signals automatically provided by said communication facility.

70. (Currently Amended) A voice-data control system according to claim 55, wherein said **select interface** format executes a service operation.

71. (Previously Presented) A voice-data control system according to claim 55, wherein said caller customer number data is used for billing purposes.